

March 19, 2020

The logo for Glashaus, featuring the word "GLASHAUS" in a white, serif font. The letters "GLASH" are on the top line and "HAUS" is on the bottom line, separated by a thin horizontal line. The logo is set against a solid purple square background.

## GLASHAUS Site Visit Safety Protocol

In light of our present extraordinary circumstances we are implementing safety protocols for onsite visits to protect your health and the health of our employees. Please help us by adhering to the following health and safety protocols. We will update you with any further enhancements as they are made.

Before our installers arrive please:

- Remove **all** personal items from your bathroom
- Remove shower curtains and rods
- Clean and disinfect the **entire** bathroom. If need be we can send a cleaning crew prior to our visit for an additional fee.
- When the installers arrive please open the door and let them know where to go. We will keep our distance and find our way to the bathroom(s). For site meetings we will need to maintain adequate distance, which in many bathroom settings may be fairly difficult. We recommend that all clients wear a mask when seeing with us on site in a confined space.
- All pets should be kept in a location that is closed off from the work area for the duration of the install or site visit
- Installers will require a pet free pathway from the front door to the work area as we will need to keep the entry door open during setup and breakdown.
- When we are working on site there should be no other workers on site.
- Keep your distance and do not enter the bathroom until after the installers have left. If there are any questions about your new enclosure after the installers complete their work we can conduct a video visit.
- Installers will evaluate site conditions and may opt to reschedule if conditions do not seem safe.

Please know that we understand this is a difficult and uncertain time. If you are uneasy regarding your installation we will be more than happy to schedule your project for a later installation date.

*\*Please feel free to contact our operations manager, Élan Lee, if you have any questions or concerns: 415-497-0626*